

READINGS IN COUNSELLING PRACTICUM



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CHAPTER 20

Evaluation of Counsellor's Behaviour

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Introduction

The counsellor in training needs to be assessed to ensure that he develops in the expected direction. This assessment is usually done by the practicum supervisor/lecturer or the peer of the practicum student. With further interactions with more clients, the student counsellor builds his confidence and grows professionally. Most interview rating forms may include the following: opening, rapport, interview, responsibility, interaction, acceptance, reflection, appropriate counsellor responses, value management, counselling relationship and closing techniques.

Opening: This is usually the initial contact with the client. It is important for the counsellor in training to ensure a good beginning. Here, a friendly and pleasant opening with clarifications of roles if necessary and general introduction will set the stage for rapport.

Rapport: Establishment of good rapport e.g. greetings, chair offering, etc. could lead to a productive interview. The client is afforded non-threatening atmosphere for self disclosure.

Counsellor reinforcing behaviour: The counsellor reinforcing behaviour could be verbal as well as non-verbal. The reinforcing behaviour may be evident during the interaction between the counsellor and the client. The counsellor is expected to assume appropriate level of responsibility for interview conduct, if it is not assumed by the client. The counsellor and the client should communicate in a meaningful manner. The counsellor needs to be accepting and permissive of client's emotions, feelings and thoughts.

The counsellor's responses to the client should be appropriate to what the client was expressing.

Goal setting behaviour: It is important that the counsellor or the counsellor in training, encourage the client to set and attain goals which will lead to appropriate behaviour change. The client should also be encouraged to make commitments to attain the goals set by him.

Interpersonal skills: The counsellor will need to demonstrate appropriate interpersonal skills during the counselling interview. These skills which form part of the counsellor reinforcing behaviour, will enable the client to achieve the set goals. The use of appropriate feeling words by the counsellor is a skill that will facilitate understanding of client's problems. The counsellor should demonstrate other inter-personal traits that will promote better relationship between him and the client.

Termination: The closing of the interview should not be abrupt but anticipated by the counsellor and client through appropriate cues. The closing may leave provision for some follow-ups.

The behaviour of the counsellor during any counselling session may also be evaluated by looking into the following:

(a) **DURATION OF INTERVIEW:** The counsellor may be evaluated on the basis of the length of the interview. Some counsellors conduct interviews which are too short or too long. The appropriateness of termination should also be evaluated.

(b) **DOMINATION OF INTERVIEW:** The counsellor may also be evaluated as to whether he dominates the interview or not. The counsellor should not be too wordy.

(c) **VOCABULARY:** The vocabulary of the counsellor should be evaluated in terms of its appropriateness to the client.

(d) **MANNERISM:** The counsellor may also be evaluated in terms of mannerism displayed by him that may affect the interview.

To adequately evaluate the behaviour of the counsellor in a counselling interview, a rating scale is necessary.

The Counsellor's Behaviour Rating Scale (CBRS) suggested here was designed in the Department of Guidance and Counselling, University of Ibadan, Nigeria.

COUNSELLOR BEHAVIOUR RATING SCALE (CBRS)

Instructions: To evaluate the behaviour of the counsellor during the counselling session, circle the number which reflects the performance of the counsellor in each item. The total of the circled numbers will give the overall performance of the counsellor.

Note:

The CBRS was jointly produced by lecturers in the Department of Guidance and Counselling, University of Ibadan, Nigeria.

OPENING INTERVIEW

1. Counsellor used smiling to put client at ease 0 1 2 3 4 5 6 7 8 9
2. Used head-nodding to show understanding of the client 0 1 2 3 4 5 6 7 8 9
3. Used hand-movement efficiently and not to distract client 0 1 2 3 4 5 6 7 8 9
4. Counsellor remained silent when client was talking 0 1 2 3 4 5 6 7 8 9
5. Counsellor allowed the client to talk about what he likes to talk about 0 1 2 3 4 5 6 7 8 9
6. After the first five minutes, counsellor summarized, thus encouraging client conversation 0 1 2 3 4 5 6 7 8 9
7. Counsellor remained silent after the first topic was exhausted until client introduced another topic 0 1 2 3 4 5 6 7 8 9
8. Counsellor provided information about taping process. 0 1 2 3 4 5 6 7 8 9
9. Counsellor provided information about observations to be made 0 1 2 3 4 5 6 7 8 9

10. Counsellor commented about confidentiality 0 1 2 3 4 5 6 7 8 9
11. Made remarks about counsellor's role in the relationship 0 1 2 3 4 5 6 7 8 9
12. Counsellor made remarks about client's goals 0 1 2 3 4 5 6 7 8 9
13. Counsellor discussed his expectations with client 0 1 2 3 4 5 6 7 8 9

Counsellor reinforcing behaviour (non-verbal)

14. Counsellor maintained appropriate eye contact with client 0 1 2 3 4 5 6 7 8 9
15. Counsellor's facial expression was a reflection of adequate interpersonal skills 0 1 2 3 4 5 6 7 8 9
16. Displayed gestures, facial expression, as the discussion progressed 0 1 2 3 4 5 6 7 8 9
17. Counsellor was not staring at the client 0 1 2 3 4 5 6 7 8 9
18. Head-movement (up and down, side to side) were continuously reinforcing 0 1 2 3 4 5 6 7 8 9
19. Did not head-nod when client did not manifest goal-directed behaviour 0 1 2 3 4 5 6 7 8 9
20. Counsellor leaned forward while attending to client 0 1 2 3 4 5 6 7 8 9

Verbal Reinforcing Behaviour

21. Voice pitch was adequate 0 1 2 3 4 5 6 7 8 9
22. Demonstrated variable pitch during discussion 0 1 2 3 4 5 6 7 8 9

23. Voice was easily audible to client 0 1 2 3 4 5 6 7 8 9
24. Used intermittent one-word vocalisation ("mm — Hmm") to reinforce goal-directed behaviour in client 0 1 2 3 4 5 6 7 8 9
25. Spoke fluently enough and each word was understood by client 0 1 2 3 4 5 6 7 8 9
26. Over 60% of counsellor's responses could be classified as complete sentences rather than monosyllables 0 1 2 3 4 5 6 7 8 9
27. Verbal behaviours were clearly understood by client 0 1 2 3 4 5 6 7 8 9
28. Verbal behaviour were concise and appropriate to client's experience 0 1 2 3 4 5 6 7 8 9
29. Verbal behaviour were to the point and within client's experience 0 1 2 3 4 5 6 7 8 9
30. Repetition was not too many 0 1 2 3 4 5 6 7 8 9
31. Made verbal utterances that accented the topic introduced by client 0 1 2 3 4 5 6 7 8 9
32. Verbal statements usually personalised by reference to client by name or second person pronoun 0 1 2 3 4 5 6 7 8 9
33. Avoided unnecessary ramblings 0 1 2 3 4 5 6 7 8 9
34. Counsellor's verbal behaviour indicated progression of topics 0 1 2 3 4 5 6 7 8 9

Goal setting behaviour during the interview

35. Asked client to identify some factors maintaining his problems 0 1 2 3 4 5 6 7 8 9
36. Asked client to identify some consequences of his problem behaviour 0 1 2 3 4 5 6 7 8 9
37. Asked client how he would like to change his behaviour 0 1 2 3 4 5 6 7 8 9
38. Asked for what changes the client expected in counselling 0 1 2 3 4 5 6 7 8 9
39. Client and counsellor jointly decided on goals 0 1 2 3 4 5 6 7 8 9
40. Asked client to verbally state his commitment to work towards goal achievement 0 1 2 3 4 5 6 7 8 9
41. Counsellor discussed any manifest signs of resistant towards goal achievement 0 1 2 3 4 5 6 7 8 9
42. Asked client to state at least ONE step he would take towards goal achievement 0 1 2 3 4 5 6 7 8 9
43. Suggested alternatives to client goal behaviour attainment 0 1 2 3 4 5 6 7 8 9
44. Assisted client to develop action steps for goal attainment 0 1 2 3 4 5 6 7 8 9
45. Action steps were quite specific 0 1 2 3 4 5 6 7 8 9
46. Opportunity was provided for client during interview to practise 0 1 2 3 4 5 6 7 8 9

Interpersonal skills

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| 47. Counsellor manifested responses which encourage elaboration by client | 0 1 2 3 4 5 6 7 8 9 |
| 48. Manifested responses which helped to clarify ambiguities in client's expressions | 0 1 2 3 4 5 6 7 8 9 |
| 49. Manifested responses which helped in clarification of ideas expressed by client | 0 1 2 3 4 5 6 7 8 9 |
| 50. Manifested responses which helped in paraphrasing client's ideas | 0 1 2 3 4 5 6 7 8 9 |
| 51. Manifested behaviours which elicited some of the client's feeling messages | 0 1 2 3 4 5 6 7 8 9 |
| 52. Manifested frank responses but not brutal on client's problem | 0 1 2 3 4 5 6 7 8 9 |
| 53. Showed ability to temporarily put himself out of the on-going relationship so that he can review his own behaviour (Avoiding counter-transference) | 0 1 2 3 4 5 6 7 8 9 |
| 54. Showed ability to learn from client's feedback | 0 1 2 3 4 5 6 7 8 9 |
| 55. Showed ability to use the interaction itself to develop healthy relationship with client | 0 1 2 3 4 5 6 7 8 9 |

Termination

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|--|---------------------|
| 56. Informed client before terminating | 0 1 2 3 4 5 6 7 8 9 |
| 57. Refused to introduce new topics | 0 1 2 3 4 5 6 7 8 9 |

58. Discouraged client from starting new topics	0 1 2 3 4 5 6 7 8 9
59. Only one attempt was made to terminate the interview	0 1 2 3 4 5 6 7 8 9
60. Initiated termination by use of time limits	0 1 2 3 4 5 6 7 8 9
61. Initiated termination by summarising	0 1 2 3 4 5 6 7 8 9
62. Offered client opportunity for a return	0 1 2 3 4 5 6 7 8 9

Personal behaviours

63. The general appearance of the counsellor made client comfortable	0 1 2 3 4 5 6 7 8 9
64. Politeness to client was demonstrated by counsellor	0 1 2 3 4 5 6 7 8 9
65. Counsellor displayed some responsibility towards client	0 1 2 3 4 5 6 7 8 9
66. Counsellor demonstrated confidence in himself while interacting with client	0 1 2 3 4 5 6 7 8 9
67. Adequate competence and counselling skills were displayed by counsellor during interview	0 1 2 3 4 5 6 7 8 9
68. Counsellor demonstrated attentiveness to client's problems	0 1 2 3 4 5 6 7 8 9
69. Counsellor was sensitive to the problems of the client	0 1 2 3 4 5 6 7 8 9
70. Counsellor was calm, while interacting with the client	0 1 2 3 4 5 6 7 8 9

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| 71. Counsellor was cheerful and client was comfortable during interview | 0 1 2 3 4 5 6 7 8 9 |
| 72. Enthusiasm was observed in the counsellor, towards the client | 0 1 2 3 4 5 6 7 8 9 |
| 73. Counsellor displayed general pleasantness | 0 1 2 3 4 5 6 7 8 9 |
| 74. Attending skills were demonstrated by counsellor | 0 1 2 3 4 5 6 7 8 9 |
| 75. Responding skills were demonstrated by counsellor | 0 1 2 3 4 5 6 7 8 9 |
| 76. Initiating skills were demonstrated by counsellor | 0 1 2 3 4 5 6 7 8 9 |
| 77. Communicating skills were demonstrated by counsellor | 0 1 2 3 4 5 6 7 8 9 |
| 78. Counsellor was adequate in the exploration of client's problems | 0 1 2 3 4 5 6 7 8 9 |
| 79. Counsellor demonstrated ability to identify information sources required by client | 0 1 2 3 4 5 6 7 8 9 |
| 80. Counsellor demonstrated ability to collect relevant information on the client | 0 1 2 3 4 5 6 7 8 9 |
| 81. Counsellor demonstrated ability to select relevant diagnostic tools | 0 1 2 3 4 5 6 7 8 9 |
| 82. Counsellor demonstrated ability to administer relevant diagnostic tools | 0 1 2 3 4 5 6 7 8 9 |
| 83. Counsellor demonstrated ability to score relevant diagnostic tools | 0 1 2 3 4 5 6 7 8 9 |

84. Counsellor demonstrated ability to interpret relevant diagnostic tools 0 1 2 3 4 5 6 7 8 9

85. Counsellor was generally resourceful 0 1 2 3 4 5 6 7 8 9

86. Counsellor had good relationship with other personnel in the setting 0 1 2 3 4 5 6 7 8 9

87. Counsellor had good relationship with other members in the practicum setting 0 1 2 3 4 5 6 7 8 9

88. Counsellor was able to act as a change agent in his setting 0 1 2 3 4 5 6 7 8 9

89. Counsellor showed ability to overcome several difficulties that commonly face new counsellors 0 1 2 3 4 5 6 7 8 9

90. Counsellor was able to realise his limitations 0 1 2 3 4 5 6 7 8 9

91. Counsellor demonstrated ability to initiate and make referrals of a client to other resource persons where applicable 0 1 2 3 4 5 6 7 8 9

General effectiveness

92. Counsellor demonstrated appropriate social interactions 0 1 2 3 4 5 6 7 8 9

93. Counsellor made use of relevant cues during the counselling encounter 0 1 2 3 4 5 6 7 8 9

94. Client expressed confidence in the ability of the counsellor to help 0 1 2 3 4 5 6 7 8 9

95. Counsellor was careful in his choice of words during interview 0 1 2 3 4 5 6 7 8 9
96. Counsellor's discussion with client was meaningful 0 1 2 3 4 5 6 7 8 9
97. Counsellor was sincere in his relationship with the client 0 1 2 3 4 5 6 7 8 9
98. Counsellor's interview with the client was not boring 0 1 2 3 4 5 6 7 8 9
99. Counsellor's handling of the client's problem was intelligent 0 1 2 3 4 5 6 7 8 9
100. Counsellor's discussion with the client was deep and not shallow. 0 1 2 3 4 5 6 7 8 9